

CHAPTER 3: COMMUNICATIONS AND COMMUNITY OUTREACH

3.1 Consultation and Community Outreach

3.1.1 The Board's mandate includes the initiation of policies that reflect community need and enhance the effectiveness of the police service. The Board considers both the community and police viewpoints and needs, and serves as a communication link to enhance understanding and working relationships amongst the Department, the public it serves and Government. The Board operates within a highly public environment and recognizes that the actions of the Department have a significant public impact. Accordingly, the Board shall:

- (1) Provide opportunities for the community to give input on areas of interest or concern to them, via such mechanisms as public forums and designated meetings with the Board, and environmental scans.
- (2) Provide opportunities at Regular Meetings of the Board for a person or persons to appear as a delegation and present to the Board comments relevant to the agenda items (see s. 2.9).
- (3) Survey residents, businesses and employees at least every three years to collect data on the level of satisfaction with the service and operations of the Police Department. The Board's Governance Standing Committee shall have input into the surveys of residents, businesses and employees collecting information on the level of satisfaction with service and operations of the Police Department.
- (4) Share crime statistical information and crime trends with Government, community organizations, businesses and members of the public, and ensure timely reporting of any other developments that have a significant and material effect on the Department.
- (5) Ensure that the financial performance of the Department is available to the public on a quarterly basis.
- (6) Build relationships with board members of other police services at the provincial and national levels and, where possible, have at least one representative at meetings of the BC Association of Police Board, the Canadian Association of Police Boards, and special consultations with Government.

3.2 Internal Communications

3.2.1 The Chief shall take all reasonable steps to ensure that the Board is fully informed about all major issues that may be of concern to the community, as soon as is practicable.

3.2.2 The Chief shall direct that all official media releases be provided to the Board, as soon as is practicable following release.

- 3.2.3 As a general principle, Board Members acting in their capacity as Members of the Board and in the performance of their official duties shall have timely access to information under the control of the Vancouver Police Department and shall direct all requests for such information and advice related thereto to the Office of the Chief Constable, or as otherwise determined in consultation with the Chief Constable.
- 3.2.4 The Chief shall attend regularly scheduled meetings of the Police Board and, as otherwise requested by the Board. Police staff attendance at In Camera Board meetings shall be coordinated with the Chief and be at the request of the Board.
- 3.2.5 The Board shall require internal mechanisms to be in place to: ensure a common understanding of strategic issues and directions within the Department; provide opportunities for employee input and feedback; and maintain open communications links among the Police Executive, the Board and Unions.

3.3 Police Department Submissions to City Council

- 3.3.1 In consideration of the Board's governance responsibility for the Police Department under the *Act*, all formal reports and information tabled with City Council or any of its committees with respect to the budgetary requirements and operations of the Vancouver Police Department shall be tabled with the Police Board first.
- 3.3.2 The Police Board must be notified, as soon as is practicable, of any request to the Police Department to make a formal presentation to City Council, a Standing Committee or other City Department or agency.
- 3.3.3 Wherever practicable, a representative of the Board and the Chief (or designate) shall be in attendance when a sworn member or civilian employee in the Vancouver Police Department makes a formal presentation to Council or a Standing Committee of Council, unless it is an administrative matter such as a zoning change or business license or taxi hearing which is within the purview of the Chief's responsibilities, or to monitor Council or a Committee's discussion.
- 3.3.4 The Chief Constable shall take all reasonable steps to ensure that the Board representative is briefed prior to attending a scheduled Department presentation to Council or one of the Standing Committees of Council.

3.4 City Council

- 3.4.1 Formal communication between the Board and the Council, or Board and Administration of the City of Vancouver, is conducted through the Chair and/or the Board Executive Director, unless otherwise specified by the Board.
- 3.4.2 The Board shall pursue a positive and productive working relationship with City Council and promote opportunities for dialogue between the Board and Council.
- 3.4.3 The Board Office shall be available as a resource to City Council and respond to information questions, where possible, and appropriate to the Board's mandate. Council requests concerning police operational matters shall be directed to the Chief Constable.